

# Clinic Design

from The Center for Health Design

Transforming Primary Care Environments Through Evidence-Based Design

## FREE RESOURCES FOR WAYFINDING:

Hablamos Juntos collaborated with the Society for Environmental Graphic Design (SEGD) in a two phase research project funded by the Robert Wood Johnson Foundation. Phase One was started in 2003 and released in 2006, while Phase two was started in 2008, with findings released in late 2010. The goal was to create and evaluate symbols for use in healthcare that addressed the challenges of multi-lingual or limited English proficiency (LEP) demographics. The findings, methodologies, and symbols are all available at no charge at <http://www.segd.org/#/learning/hablamos-juntos.html>. Here is a list of the material available.

### Phase 1 study and symbols:

- [Executive Summary: Best Practices for Sign Systems](#)
- [Symbol Usage in Health Care Settings for People with Limited English Proficiency, Part Two: Implementation Recommendations](#)
- [Symbol Usage in Health Care Settings for People with Limited English Proficiency, Part Three: Symbols Design Technical Report](#)

### Phase 2 study and expanded symbol set:

#### Universal Symbols in Health Care

- [Symbols Poster](#) and [Symbols Artwork](#)

#### Implementation Guidebook

- [Universal Symbols in Health Care: Tools for the Development of a Symbols-Based Wayfinding System \(full report\)](#)
- [Executive Summary](#)
- [Part 1: Formulating a Symbols-Based Wayfinding Strategy](#)
- [Part 2: Destination Hierarchy and Referent Naming](#)
- [Part 3: Design and Development Using Symbols](#)
- [Part 4: Design Testing and Analysis](#)
- [Part 5: Symbol Support and Education](#)
- [Attachment A: Innovator Facility Matrix](#)
- [Attachment B: Symbols-Based Wayfinding Program Design and Implementation Checklist](#)
- [Attachment C: Universal Symbols in Healthcare](#)
- [Attachment D: Interactive and Web Best Practices](#)

#### Phase II Supporting Research and Additional Resources

- [Project Team](#)
- [Symbol Design Curriculum Report: University-Led Symbols Research](#)
- [Symbol Design Research Report: University-Led Symbols Research](#)
- [Innovator Facilities Pre Audit Report](#)
- [Innovator Facilities Post Audit Report](#)
- [Technical Report: Testing University Symbols to Support Implementation in Health Facilities Signage](#)
- [Case Study: M.D. Anderson Cancer Center](#)
- [Case Study: Concentra Urgent Care](#)
- [Case Study: Lanckenau Hospital](#)

#### Sample Symbols Handouts

- [Mandarin](#), [Spanish](#), [Amharic](#), [English](#), [Vietnamese](#)

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